

# Health Insurance Contact List

Below is a listing of contacts if have questions, need to make changes, or want to get more details on the Medical Associates health insurance, EBC flex spending, and Health Choices HRA provided by Grant County.

**Medical Associates – Customer Service - (866) 821-1365 - Find a doctor, claims, billing issues, or verification of benefits. Or email them at [memberservices@mahealthcare.com](mailto:memberservices@mahealthcare.com)**

Note: It is important that you have your Medical Associates ID card available when you contact Customer Service. (Your member ID number is located on the front of your ID Card)

**Prescription Drug Questions including Mail Order – (800) 325-7442**

**24-hour HELP Nurse –** is a free telephone service that's available to Medical Associates Health plan members 24 hours a day, 365 days a year. (800) 325-7442

**Medical Associates website - [www.mahealthcare.com/plans.htm](http://www.mahealthcare.com/plans.htm)** - Use 'Provider Directory' so that you can find a doctor in your network, or register as a member by clicking the 'Member' tab at the top of the page so that you can find a doctor in your network, view your claims and benefits, request a new ID card, update your address, or check eligibility coverage.

**EBC Website.... [www.ebcflex.com](http://www.ebcflex.com)** – Use to get information on Flex reimbursement questions, claims, or issues. (800) 346-2126

**Preferred Health Choices - HRA reimbursement questions, claims, or issues. (866) 390-3872**



*Please be aware that neither Grant County nor TRICOR has or can get access to your health records, billing statements, or private protected information.*

**Grant County Human Resources Department – Dawn Mergen – (608) 723-2540 and Joyce Roling (608) 723-2045 -** Use to add or delete a member, plan design questions, payroll deduction questions.

**TRICOR Insurance – Joel Ingebritsen at (800) 556-5441 or (608) 723-6441 ext. 1129 and Brent Straka at ext. 1113 -** Plan design questions, complex customer service issue, resolution of outstanding issues.